

Serial No.: 09/203,965 Filed: December 2, 1998 Group Art Unit: 2642

Bourque & Associates, P.A. 835 Hanover Street, Suite 301 Manchester, NH 03104

Telephone: (603) 623-5111 Facsimile: (603) 624-1432

Date: January 28,2005

COMMISSIONER OF PATENTS

P.O. Box 1450

Alexandria, VA 22313-1450

Attorney Docket No.: DAVOX-159XX

Sir:

In re application of: Gene W. Lee

Entitled: SYSTEM AND METHOD FOR MANAGING A HOLD QUEUE BASED ON CUSTOMER INFORMATION

RETRIEVED FROM A CUSTOMER DATABASE

Transmitted herewith is an **amendment (26 pages)** in the above-identified application. The following checked items are applicable:

[X] A Petition for Extension of Time for one month(s) is hereby made, under \$1.136(a); check no. 13913 in the amount of \$320.00 (\$200 for additional independent claim and \$120 for one-month extension) is enclosed per \$1.17.

[] Other:

CLAIMS AFTER AMENDMENT:	MINUS PRIOR PAID CLAIMS:	EQUALS PRESENT EXTRA CLAIMS:	RATE:	ADDITIONAL FEE:
Independent 4	- 3	= 1 .	x \$200.00 =	\$200.00
Total 20	- 20	= 0	x \$ 50.00 =	\$0.00
[] Multiple Dependent Claims (1st presentation) + \$300.00 =				
SUBTOTAL ADDITIONAL CLAIM FEE				\$200.00
Small Entity fil:	ing, divide by 1/2			
		TOTAL ADDITI	ONAL CLAIM FEE	\$200.00

- [X] The claim fee has been calculated above; check number 13913 in the amount of \$320 (\$200 for additional independent claim and \$120 for one month extension) is enclosed.
- [X] In the event a Petition for Extension of Time is required by this paper and not otherwise provided, such Petition is hereby made and authorization is provided herewith to charge Deposit Account No. 02-3285 for the cost of such extension.
- [X] The Commissioner is hereby authorized to charge payment of any additional filing fees under §1.16 associated with this communication or credit any overpayment to Deposit Account No. 02-3285.

I hereby certify that this correspondence is being deposited with the U.S. Postal Service as first class mail in an envelope addressed to: Commissioner of Patents, Alexandria, VA, 22313-1450 on $1^{-2}\ell^{-0}\mathcal{G}$

SUBMIT IN TRIPLICATE

Attorney of Record: Andrew R. Martin

Registration No. 45,413

02/02/2005 SSESHE1 00000028 09203965

01 FC:1251

120.00 OP





IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application

Gene W. Lee

Serial No.

09/203**,**965

Filed

December 2, 1998

For

SYSTEM AND METHOD FOR MANAGING A HOLD

QUEUE BASED ON CUSTOMER INFORMATION

RETRIEVED FROM A CUSTOMER DATABASE

Attorney's Docket

DAVOX-159XX

Examiner

William J. Deane, Jr.

Group Art Unit

2642

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner of Patents, PO Box 1450, Alexandria, VA 22313-1450 on 1-26-05

Ву

Andrew R. Martin Registration No. 45,413 Attorney for Applicants

RESPONSE AND AMENDMENT

Commissioner of Patents PO Box 1450 Alexandria, VA, 22313-1450

Dear Sir/Madam:

This amendment is being filed in response to the non-final Office Action mailed September 30, 2004. In response thereto, please enter the following amendments and consider the following remarks.